

Monthly Report from the Director



Scott R. Isaacks, FACHE
Medical Center Director

UPCOMING EVENTS

Party in the Park

Every Tuesday in June

Join the RHJVAMC Outreach Team as we host the Military Appreciation area at Waterfront Park in Mount Pleasant. Enjoy live music by national Country music recording artists, fellowship and fun! Concert starts at 6:00 p.m.

Party in the Park Concert Artists:

Tuesday, June 5

Chase Rice | Jimmie Allen | Eddie Bush

Tuesday, June 12

Travis Denning | High Valley | Mitchell Lee

Tuesday, June 19

Maddie & Tae | Mitchell Tenpenny | Lauren Hall

Tuesday, June 26

Carly Pearce | Trent Harmon | Haley Mae Campbell

The past year has been marked by incredible accomplishments by our medical center—continuing to be a leader in health care in both the VA and when compared to private sector hospitals. Many of those highlights are featured in our [2017 Annual Report Video](#).

Over the last year we really challenged our employees and our Veterans to get engaged by bringing their improvement ideas forward to leadership. I had no doubt that they would rise to the occasion with innovative thinking to enhance the safe, effective, high quality health care that we provide every day. Our Veterans deserve nothing but the best, not just in the VA, but anywhere, and our employees and Veteran partners are the foundation of that care. Their ideas, with the support of the leadership team, have enhanced access, added new valuable staff, further developed our research program, brought new services to Veterans at our community outpatient clinics, personalized the way we deliver Veteran-centric care, and much more—all showcased by what the Ralph H. Johnson VA Medical Center has been able to achieve to best serve our nation's heroes.

It's important to us that the more than 75,000 Veterans we serve along the South Carolina and Georgia coast know they can count on our medical center for excellent care. This video captures some of those stories - stories of our Veterans that choose our VA, knowing that we provide them wrap around health care services tailored to meet their specific needs, and delivered by a team of employees dedicated to serving them.

I invite you to take a few moments to view this video and share it with Veterans you know who have not yet come to the VA to get the best care anywhere. They have earned the very best from our nation, and we stand ready to provide the quality care and services they deserve.

tion of the statement, "And now you know the rest of the story."

Often, there is a "rest of the story" that goes left untold in today's media coverage. In recent weeks, that has been our experience here at your VA. A story on dental implants failed to include the fact that this VA had not denied care but is in fact working with that Veteran to improve oral health in order to consider implants in the future when they could be more successful. Another story misrepresented actual equipment loss value at this VA - a facility whose equipment loss rate has been less than one percent for several years. While some of these topics may be complex or require some additional understanding, our goal is to provide accurate, transparent and timely information to all our stakeholders including media partners. So, if there is a question or concern regarding a media story, I encourage you to contact our Public Affairs office at vhachapublicaffairs.va.gov to learn the rest of the story.

I also want to thank our many stakeholders who continue to recognize our team for the great work they do through letters to the editor, comments on our Facebook page, and messages sent to me and the leadership team. And please remember to let us know if there are areas we can improve upon. That is how we learn and make our VA even better. We truly appreciate your partnership and support in service to our Veterans. Thanks for all you do for them, and for us as we work to be the best hospital for our Veterans ... they deserve nothing less.

With gratitude and respect,

Scott R. Isaacks
Director

The Rest of the Story

Journalist and radio personality Paul Harvey hosted "The Rest of the Story" beginning in World War II, which consisted of stories presented as little-known or forgotten facts on a wide range of topics with some key element of the story held back until the end. Harvey's broadcasts always concluded with some varia-



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